

Beneficiary Dental Exception (BDE) July 2021

The BDE process is available to Medi-Cal Dental Managed Care (DMC) members in Sacramento County to ensure timely access to services through their dental plan. Requests are made by mail, fax, email, or by calling the BDE phone line (855-347-3310). The Department of Health Care Services' staff work with the DMC plans on behalf of the members to schedule an appropriate appointment within specified timeframes, based on the member's needs. If no such appointment is secured, the members may request to opt-out of Medi-Cal DMC and move into Medi-Cal Dental Fee-for-Service (FFS) where he or she may select his or her own dental provider on an ongoing basis. No one has utilized the BDE to transfer to FFS since its inception.

The following report includes a summary for July 2021, comparison of June 2021 to July 2021, 2020 vs. 2021, and 2021 annual summary.

Total Requests Received in July 2021

A total of 131 requests were received during July; all 131 (100%) were non-BDE (Table 1).

Table 1: July 2021 Incoming Totals

Total Requests	131	100%
BDE	0	0%
Non-BDE	131	100%
Inbound Phone Call Total	54	41%
BDE	0	0%
Non-BDE	54	100%
Mail/Fax/Email Total	77	59%
BDE	0	0%
Non-BDE	77	100%

Table 2: July 2021 Non-BDE Totals

Non-BDE Categories	131	100%
BDE Info/No Need	19	14%
Benefits	8	6%
Eligibility	4	3%
Plan/Provider Info	39	30%
No Answer/Left Message	55	42%
Other	6	5%

BDE Requests Received from June 2021 to July 2021

From June 2021 to July 2021, there were no BDE requests received; therefore, no tables or figures are included.

BDE Requests Closed in July 2021

No BDE requests were closed in July 2021.

Appointment Timeframes (as required by contract)

- Emergency – 24 hours
- Urgent – 72 hours (3 days)
- Routine – 4 weeks
- Specialist – 30 days from authorized request

2020 vs. 2021 Comparison

As shown below (Figure 1), the total incoming monthly requests decreased in July 2021 when compared to July 2020.

Figure 1: 2020 vs. 2021 Total Monthly Incoming Requests

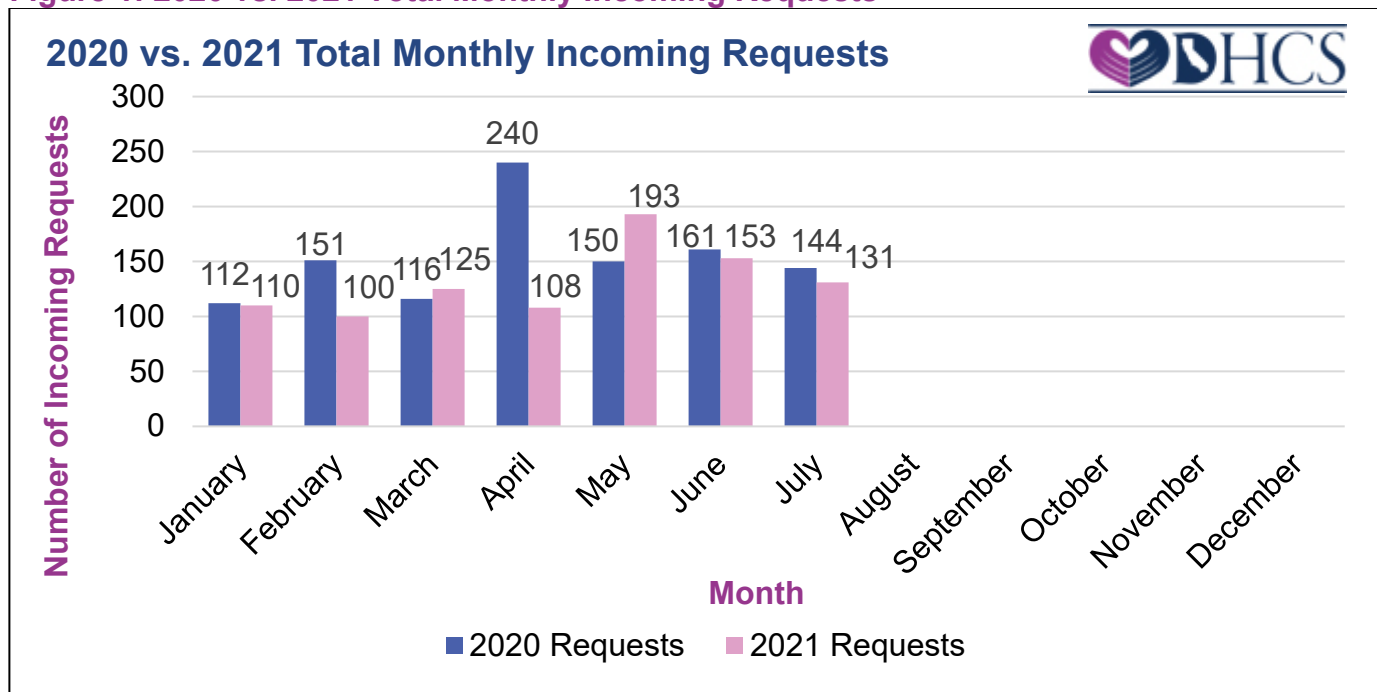


Figure 2: 2020 vs. 2021 BDE Monthly Incoming Requests

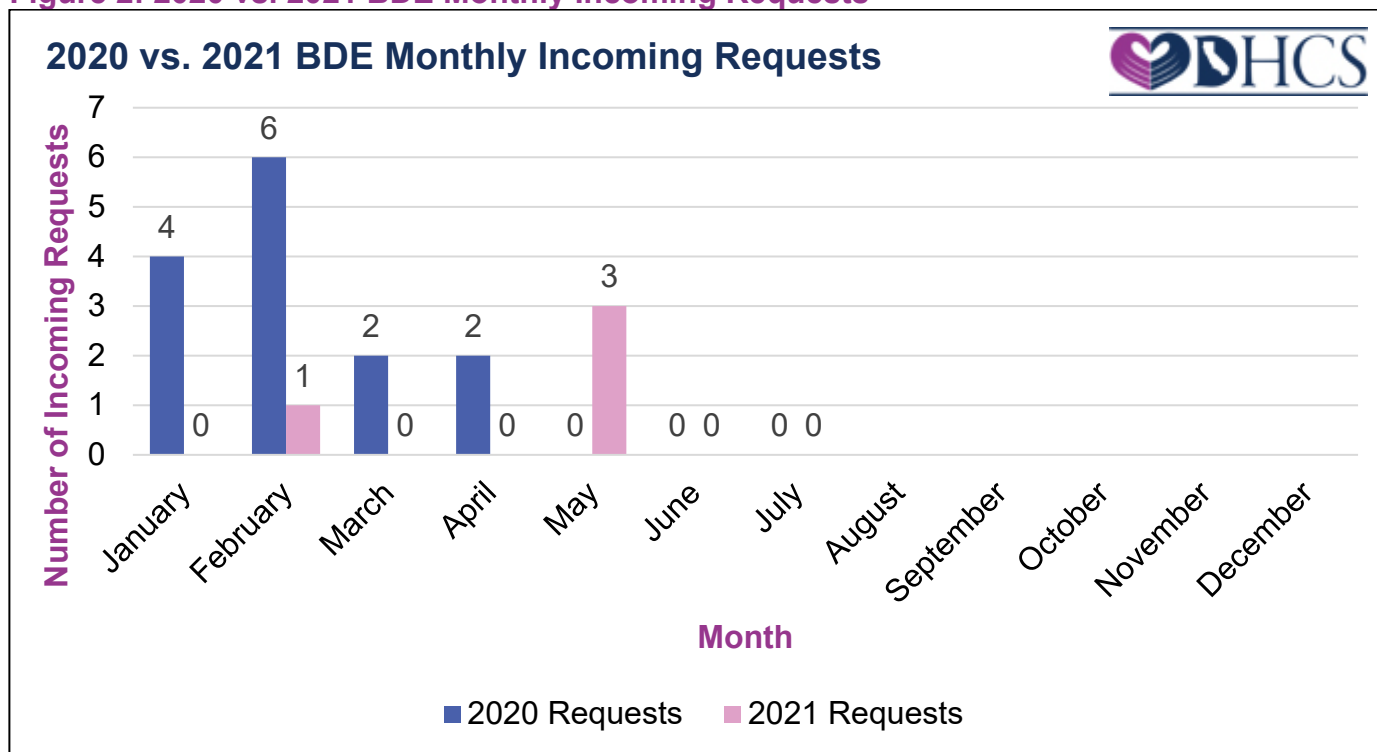
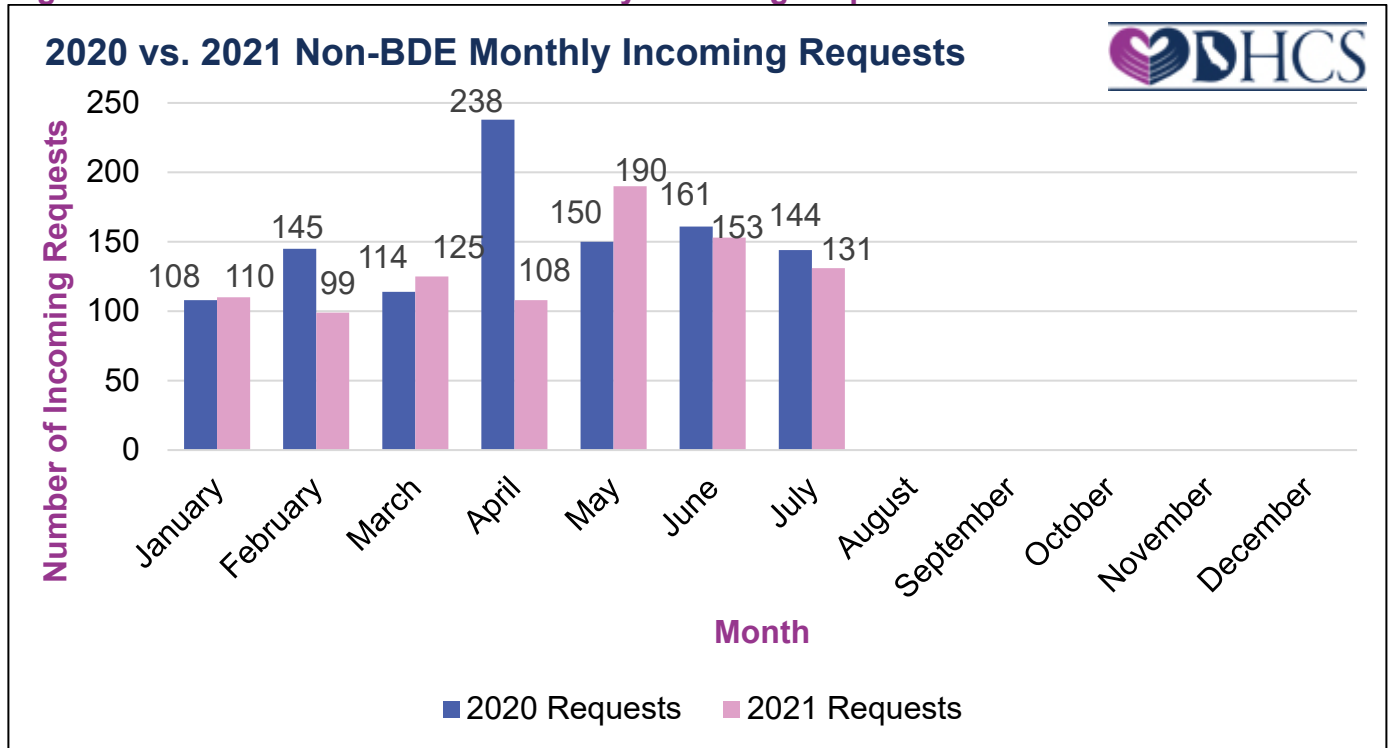


Figure 3: 2020 vs. 2021 Non-BDE Monthly Incoming Requests



2021 Summary

Figure 4: 2021 Total Monthly Requests by Type

